

## Policy 7.01 Implementation Plan and Progress Report

Biennium Timeframe: July 1, 2008 to June 30, 2010

Updated 3/6/09

**Division: Child Support**

**Region/Office: Region 5/Fife Field Office**

**Tribe(s): Port Gamble S'Klallam**

Plan and Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each year.

### Implementation Plan

#### 1. Policy Identification: Case Referrals

### Progress Report

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Appropriate referrals & coordination	<p>DCS will monitor for cases with a Port Gamble S'Klallam member and contact the Tribe to see if a referral is appropriate.</p> <p>There are concerns regarding medical and foster care cases. The Tribe is offering these services and has discussed the issue at both the federal and state level. Discussions continue in these areas.</p> <p>The Tribe will notify Fife DCS of any child in foster care or on Medicaid so we can ensure that any existing case at DCS is in our caseload in Fife and includes appropriate tribal coding.</p>	The Tribe and/or the recipient of services will identify appropriate referrals for medical only cases and ask the State in writing to close inappropriate referrals.	<p>State: Chris Franks, Rhonda Thomas</p> <p>Tribe: Maria Huynh, Lena Tunkara</p>	Process continues. PGST and the State have been working collaboratively to solve the issue of cases where the child support has been assigned to the Tribe and Medicaid had been assigned to the State. The State agrees that PGST can identify an appropriate referral, and the Tribe and/or the recipient of services can ask the state to close the case if there has been an inappropriate referral, when the Tribe may make the determination in its sovereign jurisdiction, on how best to provide medical support.
Ensure all Medicaid cases currently in DCS system w/PGST members are accounted for.	PGST requested a new list of Medicaid only cases with PGST members.	DCS will pull new list of cases and get them to PGST for review.	<p>State: Chris Franks</p> <p>Tribe: Maria Huynh</p>	

#### 2. Policy Identification: Technology and SEMS Information and Access

### Progress Report

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
To locate parties of Tribal Child Support cases in the most expedient manner possible.	DCS will look at ways to assist the Tribe with locate services through DCS Central Services.	Enhanced locate services	State: Harry Welling (with assistance from DCS HQ)  Tribe: Maria Huynh	DCS to continue to provide locate services as resources allow
<b>3. Policy Identification: Coding Tribal Cases Correctly</b>				<b>Progress Report</b>
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
To properly code new cases that are open in SEMS with the correct coding. Cases that are open in SEMS - especially Medicaid and FC cases - are not showing up with the proper Tribal Coding.	DCS will look at ways to assist the Tribe with changing e-referrals, sent to SEMS with proper Tribal coding.  DCS will have meeting with Tribe to come up with some solutions	To reduce or eliminate the miscoding of Tribal members	State: Harry Welling (with assistance from HQ), SEMS Computer Staff  Tribe: Maria Huynh	There are still serious issues involved in some State Medicaid case referrals. Due to inconsistencies at the intake level, some referrals for Tribal parents and/or children are not being coded as "Native American" and therefore not included in the Tribal caseload.  **DCS TRT (Tribal Relations Team) has added this issue to its' Strategic Plan and intends on working with State IV-E (Foster Care) and Medicaid personnel, WAPA (Prosecuting Attorneys offices) and others to increase awareness and determine solutions to getting more tribal information on referral forms and/or during interviews.
<b>4. Policy Identification: IRS Certification</b>				<b>Progress Report</b>
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Certify appropriate cases to the IRS for intercept.	Tribe is requesting IRS certification of child support debt from DCS.	PGST cases referred by tribe will be certified for IRS tax intercept.	State: Rhonda Thomas, Chris Franks, Deidre Finley Tribe: Maria Huynh, Lena Tunkara	Process underway. As of 12/20/07, the Tribe and State have signed a <b>Program Agreement</b> relating to Federal Offset Certification for Tribal TANF Programs and Child Support. The Tribe has begun referring selected cases to DCS for IRS certification.

Determine amount of IRS fee – per case? Per NCP?	PGST and DCS will check with TRT to clarify amount of IRS fee.	Determine amount of IRS fee	State: Rhonda Thomas Tribe: Maria Huynh	As of 2/19/09, Port Gamble is receiving bills and has no issues with the billing.
Clarify how IRS funds are applied to cases where there is a state TANF debt and a tribal TANF debt	PGST and DCS will contact Ellen Nolan to find out how distribution of funds will affect NCPs with both Tribal TANF and state TANF cases	Understand distribution process so PGST will know which cases should be referred for IRS cert.	State: Rhonda Thomas Tribe: Maria Huynh	DRA CN sent to Maria per her request 2/19/09
<b>5. Policy Identification: Training Opportunities</b>				<b>Progress Report</b>
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Share training opportunities	DCS will advise Tribe of SEO Academy Training Modules and dates for other ongoing training events.	Share training resources and opportunities from DCS to Tribal staff.	State: Rhonda Thomas  Tribe: Maria Huynh	Process continues – no changes.
<b>5. Policy Identification: Communication and Problem Solving</b>				<b>Progress Report</b>
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Provide avenue to discuss problems and solutions	All Division of Child Support staff commit to be accessible and approachable. Tribal staff are encouraged to call the District Manager, the SEO 4 Tribal Liaison or the Claims Officer 4 should front-line efforts at DCS not be meeting expectations or there are suggestions for improvement.	Problems will be corrected quickly and effectively.	State: Rhonda Thomas, Harry Welling  Tribe: Maria Huynh	Process continues.
Promote regular meetings between Tribal and DCS Staff	DCS and Tribal staff will meet separately from the regular 7.01 meetings to discuss issues of unique concern or process to this program and relationship. The Fife District Manager and the Fife Tribal Unit staff will meet with all Tribal Representatives on a quarterly basis as our “7.01 Meeting.”	Enhanced communication, understanding and respect. Cross program discussions, problem solving, issue identification, mutual support.	State: Harry Welling Tribe: Maria Huynh & Lena Tunkara	Line staff are also encouraged to schedule meetings between themselves if the need arises.
<b>6. Policy Identification: Hiring</b>				<b>Progress Report</b>

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Inclusion of Tribal Staff in major DCS hiring decisions	DCS will invite Tribal Staff to participate in interview panels and/or consult on major hiring decisions in this office, particularly any that have direct impact on Tribal Team workload.	Increased relationship building through participation in key hiring decisions.	State: Harry Welling, Rhonda Thomas Tribe: Maria Huynh	Process continues – no changes
<b>7. Policy Identification: Best Practices</b>				<b>Progress Report</b>
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
To ensure the best use of resources, highest level of service and coordination of effort and expectations	Rhonda and Chris will work with Tribe to develop a written summary of best practices for handling cases	Consistency and efficiency of operations	State: Harry Welling, Rhonda Thomas Tribe: Maria Huynh	Process continues. Tribe and State are working on summarizations of policies and procedures that will define Best Practices.